Quality Institute Conference

Quality Indicators

SAFER • HEALTHIER • PEOPLE™

Quality Indicators Workgroup Co-Leaders

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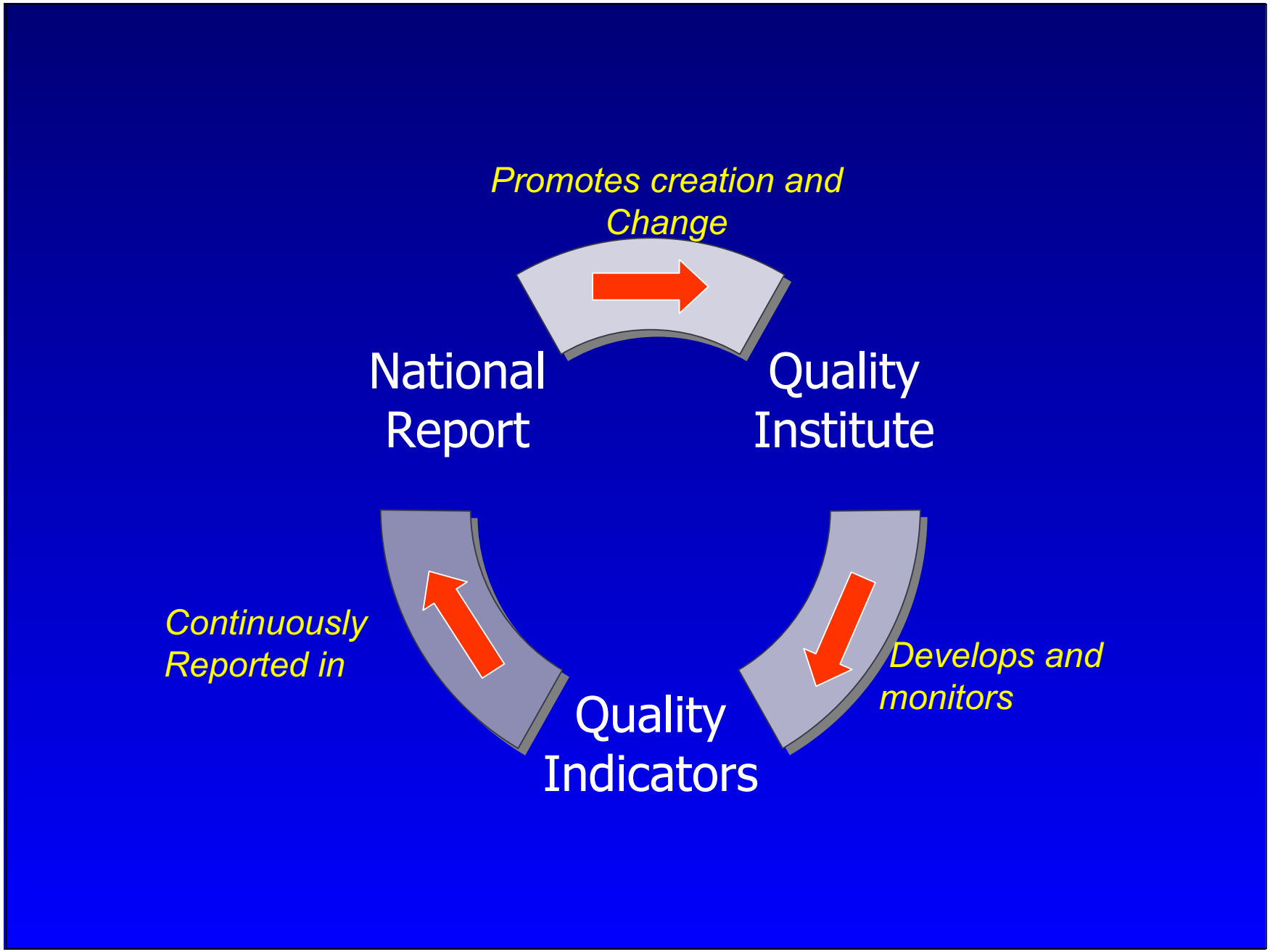
Conference Vision for Working Groups

Three Interrelated Topics

- Creation of a National Report
- Establish an ongoing Quality Institute
- Development of Quality Indicators


Promotes creation and Change
National Report
Quality Institute
Continuously Reported in
Develops and monitors
Quality Indicators

Goals for Today's Workgroup

- Elicit your views on criteria for Quality Indicators for Laboratory Services using polling technology
- Elicit your ideas, suggestions and concerns about Quality Indicators for Laboratory Services during discussion and with open-ended questions

Format & Times

- Introductory Questions (10min)
- Characteristics of Quality Indicators (50 min)
- Developers of Quality Indicators (30 min)
- **Break** (30 minutes)
- Access to Quality Indicators (60 min)
- Additional Discussion (30 min)

Before we begin…What is your favorite flavor of ice-cream?

1. Chocolate
2. Cookie dough
3. Rocky Road
4. Strawberry
5. Vanilla
6. Other

Which category best describes the constituency that you represent?

1. Laboratory Professional
2. Healthcare Provider
3. Policymaker
4. Purchaser/Health Insurer
5. Accrediting and Standard Setting Organization
6. Government
7. Diagnostic Industry
8. Health Administrator
9. Patient Advocate

Which category best describes the primary scope of your work activity?

1. Municipal or Regional
2. Institution
3. State
4. National
5. International

Indicators of Quality of Laboratory Services

Indicators - Issues

- Goals of indicators
- Data sources
- Scope
- Development of indicators
- Reporting indicators
- Access to data

Criteria for Indicators

Envisioning the National Health Care Quality Report (IOM report) recommendations

- Overall importance of aspects of quality being measured
- Scientific soundness of measures
- Feasibility of measures

Desirable Characteristics of Measures "*Envisioning the National Health Care Quality Report" (*2001)

Importance

- Impact on health care
- Meaningfulness to policy makers and consumers
- Susceptibility of the system addressing this aspect

Desirable Characteristics of Measures *"Envisioning the National Health Care Quality Report"* (2001)

Scientific Soundness

- Validity
- Reliability
- Explicitness

Desirable Characteristics of Measures "*Envisioning the National Health Care Quality Report*" (2001)

Feasibility

- Availability of data across the system
- Cost of collecting data
- Sufficient information to perform subgroup analysis

Characteristics of Indicators

- Valid and reliable
- Quantitative
- Related to dimensions of performance

  Appropriateness, Effectiveness
- Provides a statistical value that gives an indication of the condition or direction of performance over time

  JCAHO p255 1993

Quality Indicators & the Donabedian Model Structure – Process – Outcome

- Theoretically, outcomes best assess quality, but they are the most difficult to measure
- Using processes linked to the outcomes of interest offers higher efficiency but also lower sensitivity
- Outcome analyses require high volumes of detailed data and longer periods to complete

D.C. Hsia. JAMA (editorial) Jan 2003

Examples of Laboratory Quality Indicators, 1

- Courier & transportation service reliability
- Lost or inadequate specimens
- Sample rejection rate
- Performance in internal technical audits
- Performance in safety audits
- Performance on PT samples

Examples of Laboratory Quality Indicators, 2

- Performance in accreditation
- Follow-up of complaints & incident reports
- Information system reliability
- Accuracy of reports
- Turnaround time
- Billing accuracy

Indicators for the Quality of Laboratory Services

Goals

Quality Indicator Goals - Background

Laboratory tests can indicate the quality of delivered health care by indicating whether individuals received appropriate preventive services and appropriate management of acute illness

Laboratory Tests as Indicators Assisting in the Delivery of Quality Health Care

The Health Plan Employer Data and Information Set (HEDIS®) includes measures that incorporate the use of the laboratory for completion

HEDIS 2003 Measures that include Laboratory Investigation

- Cervical Cancer Screening
- Chlamydia Screening in Women
- Controlling High Blood Pressure
- Cholesterol Management After Acute MI
- Cardiovascular Events
- Comprehensive Diabetes Care
- Prenatal and Postpartum Care

Access to laboratory tests should be an indicator of the quality of health care

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Quality Indicators should be developed for the appropriate use of laboratory tests

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Laboratory tests should be used as Quality Indicators for clinical health care for specific conditions

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly agree

Quality Indicators

Data Sources

Quality Indicators Data Sources – Background

- The IOM report, *Envisioning the National Health Care Quality Report* recommended criteria for sources of data for indicators

Criteria for Sources of Data

"Envisioning the National Health Care Quality Report" (2001)

- Credible and valid data
- National scope with state level information
- Consistently available over time and across sources
- Timely
- Ability to provide condition- or subgroup- specific analyses
- Publicly accessible (altered to protect confidentiality)

Voluntary participation of laboratories in submitting data for Quality Indicators would produce credible and valid data

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Mandatory participation of laboratories in submitting data for Quality Indicators would produce credible and valid data

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

The Scope of Quality Indicators for Laboratory Services

Rate the importance of selecting Quality Indicators that are nationally representative

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of selecting Quality Indicators that are representative at the state level

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of selecting Quality Indicators that will be useful to payers and purchasers

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of selecting Quality Indicators that are useful to government agencies

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of selecting Quality Indicators are useful to hospitals & health care organizations

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of selecting Quality Indicators that are useful to laboratories

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of selecting Quality Indicators that address the timeliness of laboratory data

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

How important is it to maintain the same Quality Indicators over time to monitor trends?

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Quality Indicators should be minimal standards that laboratories are required to meet

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Quality Indicators should reflect higher than minimal standards that laboratories should achieve

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Quality Indicators should be more exacting for larger and more complex laboratories

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Quality Indicators should vary for laboratories serving rural regions (compared to urban regions)

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Quality Indicators should address participation and performance in proficiency testing and onsite inspections

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Quality Indicators should be developed for the pre-analytic and post-analytic phase of testing

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Who Should Develop Quality Indicators?

Developing Quality Indicators to Monitor Laboratory Quality

- Establishing a set of useful Quality Indicators requires understanding of:
  - all operational aspects of the laboratory
  - all users of laboratory information
  - institutional, state, and national agency perspective
  - health care provider and payer perspective
  - public perspective

Rate the importance of including the following professional groups in developing Quality Indicators: clinical laboratory professionals

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of including the following professional groups in developing Quality Indicators: researchers

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of including the following professional groups in developing Quality Indicators: government agency personnel

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of including the following professional groups in developing Quality Indicators: hospital and health care administrators

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of including the following professional groups in developing Quality Indicators: payers and purchasers

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of including the following professional groups in developing Quality Indicators: clinicians

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of including the following professional groups in developing Quality Indicators: patients and consumer advocates

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Access to Data on Quality Indicators

Rate the importance of access to original data for analysis of Quality Indicators by a new Quality Institute

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of access to original data for analysis of Quality Indicators by government agencies

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of access to original data for analysis of Quality Indicators by laboratory professional organizations

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of access to original data for analysis of Quality Indicators by care providers

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of access to original data for analysis of Quality Indicators by payers and purchasers

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of access to original data for analysis of Quality Indicators by researchers

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

What would describe the best access to the completed analyzed data of Quality Indicators for laboratories?

1. Open to all
2. Selectively open to certain groups
3. Generally restricted, with access only for designated few
4. Highly restricted

Reporting Quality Indicators of Laboratory Services

Reporting Quality Indicators of Laboratory Services

- Quality Indicators should overall meet the conditions of being both useful and meaningful, however…
- Information that is useful if examined for trends of overall activity, may be difficult to interpretation if considered only at a single point.
- On the other hand, data that is provided for a specific subgroup level is subject to confounding variables, making it less reliable.

Rate the importance of reporting Quality Indicators at a national level

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of reporting Quality Indicators at the state level

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of reporting Quality Indicators at the hospital or health care organization level

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of reporting Quality Indicators at the payer or purchaser level

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of reporting Quality Indicators at the individual laboratory level

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of reporting Quality Indicators at the following level: type of laboratory

1. Not at all important
2. Somewhat important
3. Important
4. Very important
5. Extremely important

Rate the importance of selecting Quality Indicators that are reported for individual laboratory tests

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Rate the importance of reporting Quality Indicators at the level of the phase of testing (pre-analytic, analytic, post–analytic)

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

What factors would facilitate your organization contributing to work on Indicators for Quality of Laboratory Services?

What factors would be a barrier to your organization contributing to work on Indicators for Quality of Laboratory Services?

What are your views on the issue of mandatory or voluntary participation of individual laboratories in submitting data for Quality Indicators?

CDC™

Thank You
for
Your
Participation

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